



**National Credit Union Administration Ombudsman**  
1775 Duke St.  
Alexandria, VA 22314  
[www.ncua.gov/ombudsman](http://www.ncua.gov/ombudsman)

**Complaint Form**

The Ombudsman is not an office of first recourse. We ask that you first attempt to resolve your complaint with the appropriate NCUA regional office (i.e., see the attached list for the office that serves your geographical area) before filing a complaint with the Ombudsman. If you have been unsuccessful in resolving your concern with the NCUA regional office, please fill out this complaint form and return it to our office by mail.

**Tell us about yourself.**

Name \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

**What NCUA regional office and employees have you previously dealt with?**

\_\_\_\_\_

**What credit union is your complaint about?**

Name of credit union \_\_\_\_\_

Location of credit union (city/state) \_\_\_\_\_

**Write down any regulations you believe have been violated.**

\_\_\_\_\_

\_\_\_\_\_



## NCUA Regional Office Contact Information

### NCUA Region I - Albany

9 Washington Square  
Washington Avenue Extension  
Albany, NY 12205  
Phone (518) 862-7400  
Fax (703) 518-6673 or (518) 862-7420  
Email [region1@ncua.gov](mailto:region1@ncua.gov)  
States in Region I : Connecticut, Maine, Massachusetts, Michigan, New Hampshire, New York, Rhode Island and Vermont

### NCUA Region II - Capital

1775 Duke Street, Suite 4206  
Alexandria, VA 22314-3437  
Phone (703) 519-4600  
Fax (703) 518-6674 or (703) 519-4620  
Email [region2@ncua.gov](mailto:region2@ncua.gov)  
States in Region II: Delaware, District of Columbia, Maryland, New Jersey, Pennsylvania, Virginia and West Virginia

### NCUA Region III - Atlanta

7000 Central Parkway, Suite 1600  
Atlanta, GA 30328  
Phone (678) 443-3000  
Fax (703) 518-6675 or (678) 443-3020  
Email [region3@ncua.gov](mailto:region3@ncua.gov)  
States in Region III : Alabama, Florida, Georgia, Indiana, Kentucky, Mississippi, North Carolina, Ohio, Puerto Rico, South Carolina, Tennessee, U.S. Virgin Islands

### NCUA Region IV - Austin

4807 Spicewood Springs Road, Suite 5200  
Austin, TX 78759-8490  
Phone (512) 342-5600  
Fax (703) 518-6677 or (512) 342-5620  
Email [region4@ncua.gov](mailto:region4@ncua.gov)  
States in Region IV: Arkansas, Illinois, Iowa, Kansas, Louisiana, Minnesota, Missouri, Nebraska, North Dakota, Oklahoma, South Dakota, Texas and Wisconsin

### NCUA Region V - Tempe

1230 W. Washington Street, Suite 301  
Tempe, AZ 85281  
Phone 602-302-6000  
Fax (703) 518-6678 or 602-302-6024  
Email [region5@ncua.gov](mailto:region5@ncua.gov)  
States in Region V: Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming

## **About the NCUA's Ombudsman**

NCUA's Ombudsman investigates complaints and recommends solutions. These complaints must relate to regulatory issues that cannot be resolved at the operational (regional) level.

The Ombudsman does not handle any matter:

- subject to formal review as set forth in NCUA Regulations or IRPSs;
- involving an enforcement action where a notice of charges has been filed;
- in litigation;
- involving a conservatorship or liquidation; or
- within the Inspector General's jurisdiction.

The Ombudsman assists in resolving problems by helping the complainant to define options and by recommending actions to the parties involved, but the Ombudsman cannot at any time decide on matters in dispute or advocate position of the complainant, NCUA or other parties.

All information and materials obtained as a result of a complainant's interview and any confidential records gathered during an investigation will be used only for purposes of the investigation and will not be disclosed outside of the Ombudsman's Office.

The Ombudsman will make recommendations to appropriate agency officials for systemic changes to deal with recurring problems revealed through investigations.

The Ombudsman reports to the NCUA Board and is independent from operational programs.